



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: 18-158, **Version:** 1

Approve and authorize the Contracts/Purchasing Officer to sign an Amendment No. 1 to extend the Agreement with Comcate, Inc. to provide licensing and hosting services for eFeedback Manager software application for the Board of Supervisors' Offices through June 30, 2019, for a total project cost amount not to exceed \$101,978 through fiscal year (FY) 2018-19.

RECOMMENDATION:

It is recommended that the Board of Supervisors approve and authorize the Contracts/Purchasing Officer to sign an Amendment No. 1 to extend the Agreement with Comcate, Inc. to provide licensing and hosting services for eFeedback Manager software application for the Board of Supervisors' Offices through June 30, 2019, for a total project cost amount not to exceed \$101,978 through fiscal year (FY) 2018-19.

SUMMARY/DISCUSSION:

On August 2008, the County entered into an agreement with Comcate, Inc. for Phase I of a three-phase plan for implementation and ongoing use of their services.

The Board offices continue to utilize Comcate, Inc. to track constituent complaints/concerns and related departmental responses/corrective action(s) as needed. The County Administrative Office recommends continuing this service for an additional year through FY 2018-19 providing time for review of other options for future years.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved the original Agreements and the new Amendment No. 1 as to form. Review and discussions have included the Contracts/Purchasing and Information Technology Departments.

FINANCING:

Costs for these services were included in the Board of Supervisors General Pool, Appropriation Unit BOA001-1000-8012.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Promotes an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency. Fosters innovation in order to improve efficiency and effectiveness of County services.

Mark a check to the related Board of Supervisors Strategic Initiatives

- ☐ Economic Development
- ☒ Administration
- ☐ Health & Human Services
- ☐ Infrastructure
- ☐ Public Safety

Prepared by: Ebby Johnson, Administrative Secretary - Confidential, x6769

Approved by: Dewayne Woods, Assistant County Administrative Officer, x5309

Attachments: Agreement and Amendment No. 1

(Hard copies are on file with the Clerk of the Board.)